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MEMO TO: Gilson DaSilva (BCBSRI)
Melinda Tobin (NHPRI)
Joan Pillsbury (UHCNE)
Ron Fitch (UHC Dental)
FROM: Robyn Hoffmann
REGARDING: Notification requirements in the event that a Health Plan suspends or terminates
its contract with a network practitioner or vendor
DATE: 05/15/2009

This policy transmittal addresses notification requirements in the event that a Health Plan which contracts with the Rhode Island Department of Human Services (RI DHS) suspends or terminates its contract with a network practitioner or vendor due to quality, Medicaid fraud/abuse, or integrity. In Section CR 10 (*Notification to Authorities and Practitioner Appeal Rights*) of the **2009 Standards and Guidelines for the Accreditation of Health Plans**, the National Committee on Quality Assurance (NCQA) stipulates (p. 321) the following:

An organization that has taken action against a practitioner for quality reasons reports the action to the appropriate authorities and offers the practitioner a formal appeal process.

With regard to any actions against practitioners, the NCQA stipulates (p. 321) that the Health Plan should have policies and procedures for:

- The range of actions available to the organization
- Reporting to authorities
- A well-defined appeal process
- Making the appeal process known to practitioners

Furthermore, the NCQA states (p. 323) that if "an organization terminates or suspends a practitioner, it must report to the appropriate authorities, including state licensing agencies and the NPDP. The notification applies to physicians and nonphysicians."

Any Health Plan under contract to the RI DHS should, within ten (10) business days, notify the RI DHS (as well as any other relevant State or Federal agencies) in writing of any actions undertaken to terminate or suspend a practitioner from the Health Plan's network due to quality, Medicaid fraud/abuse, or integrity. This information should be sent by secure electronic mail to my attention at RMHoffmann@dhs.ri.gov with a 'cc' to your Health Plan's liaison at the RI DHS.

cc: Deb Florio
Lissa Dimauro
Rick Jacobsen
John Andrews
Alison Croke
Marty Dellapenna
Jim Gaito
Holly Garvey